

Entry Information

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Welcome!

The Quality Public Procurement Departments (QPPD) is an online, value-driven self-assessment for procurement departments as they move along the pathway to organizational maturity. During the application process, Procurement Departments identify the laws (i.e., codes, ordinances, regulations, policies, and statutes) that authorize Procurement to perform and delegate procurement activities. The QPPD also assesses the extent to which the Procurement Department employs NIGP's Global Best Practices. Procurement Departments meeting the minimum requirements are QPPD-accredited for three years.

We hope you find the QPPD application process valuable. Procurement Departments that earn Accreditation for Quality Public Procurement Departments (QPPD) often improve their own operations, serve as a role model for other Procurement Departments, and elevate the public procurement profession.

If you have any questions or need assistance, please contact Accreditation@NIGP.org.

**Note: We are referring to "Procurement Departments" with the acknowledgement that each entity may use a different name such as Division or Unit.*

Select one Category

2026-2029 Accreditation

Is this your entity's initial QPPD application or an application for re-accreditation? *

Select one option

Initial Application

Re-Accreditation

Section 1: Submission Form and Instructions

For each of the criteria on the submission form, indicate Yes or No and provide the required documentation. There are 117 criteria. Each criterion is worth one point. You must meet 94 of the criteria to earn accreditation.

It is important to click the dropdown icon  in each criterion to review all notes, definitions, examples, and resources provided.

Note: When supporting documentation is required (link to a file/webpage or uploading a document) please indicate (circle, highlight, point to) where the relevant information is located. If the document is more than one page, please specify in the text box, the page or section number, title, or other identifying information that corresponds to the criterion.

Section 2: Authority & Areas of Responsibility

Criterion 1: Does the Chief Procurement Officer play a role in the development of the entity's strategic plan? *

Resource: Global Best Practice: [The Place of Public Procurement within the Entity](#)

Resource: Position Paper: [The Strategic Value of Procurement in Public Entities](#)

Select one option

Yes

No

Criterion 1 Comments

Optional: Please provide any additional comments and/or consideration to support your response.

Criterion 2: Does Procurement have a defined role in the entity's emergency preparedness plan? *

Resource: [Procurement's Role in U.S. Federal Emergency Management Compliance](#) (Federal may not apply in all situations)

Select one option

Yes

No

Criterion 3: Does the Continuity of Operations Plan (COOP) specify how Procurement will continue its essential functions during an emergency event, including how communications and the delegation of procurement authority will be handled? *

Definition: A Continuity of Operations Plan (COOP) is a detailed strategy developed to ensure the continuation of essential functions during an emergency that results in the inability of the organization to provide essential services to its constituents. The COOP must be a fluid and dynamic plan capable of being immediately adjusted and modified depending on the situation. A well-developed COOP addresses the people, processes, systems, and infrastructure elements that will be needed to continue to perform essential functions during a disaster or emergency situation. Also referred to as Business Continuity Plan.

Additional information: The COOP describes the roles and responsibilities of Procurement in an emergency.

Select one option

Yes

No

Required documentation

Specify the relevant page, section, etc., for Procurement's Continuity of Operations Plan.

Provide link

Upload document

[File Upload]

Use, if needed

Provide additional documentation of Procurement's Continuity of Operations Plan.

[File Upload]

Criterion 4: Does Procurement have access to legal counsel to assist on legal issues that impact the procurement process? *

Additional information: Having ready access to Legal Counsel is imperative for procurement professionals as legal issues arise periodically, e.g., interpretations, protests, disputes.

Resource: Global Best Practice: [Information Technology Series](#)

Resource: Global Best Practice: [Protests](#)

Resource: Global Best Practice: [Public-Private Partnership \(P3\): Facilities and Infrastructure](#)

Select one option

Yes

No

Criterion 5: Are checks and balances in place to ensure separation of duties between the procurement function and the requisitioning and receiving functions? *

Definition: Separation of duties is the means by which no one person has sole control over the lifespan of a transaction. Ideally, no one person should be able to initiate, record, authorize and reconcile a transaction. (University of Washington)

Additional information: [University of Washington](#)

Definition: The separation of duties concept prohibits the assignment of responsibility to one person for the acquisition of assets, their custody, and the related record keeping. For example, one person can place an order to buy an asset, but a different person must record the transaction in the accounting records. By separating duties, it is much more difficult to commit fraud, since at least two people must work together to do so - which is far less likely than if one person is responsible for all aspects of an accounting transaction. (Accounting Tools)

Additional information: [Accounting Tools](#)

Resource: Global Best Practice: [The Place of Public Procurement within the Entity](#)

Select one option

- Yes
- No

Criterion 6: Are all aspects of procurement that are delegated to Individuals outside of Procurement stated in policies or procedures? *

Definition: Delegated Purchase refers to authorized or appointed individuals, outside the procurement department, who are delegated authority under the entity's rules and procedures that allows them to make small dollar purchases on behalf of the entity.

Resource: Global Best Practice: [Developing a Procurement Policy Manual](#)

Select one option

- Yes
- No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that defines delegated procurement.

Provide link

Upload document

[File Upload]

Criterion 7: Are procurement activities that are delegated to individuals outside of Procurement monitored and controlled by Procurement? *

Definition: Delegated Purchase refers to authorized or appointed individuals, outside the procurement department, who are delegated authority under the entity's rules and procedures that allows them to make small dollar purchases on behalf of the entity.

Resource: Global Best Practice: [Developing a Procurement Policy Manual](#)

Select one option

- Yes
- No

Required documentation

Specify the statute, ordinance, policy, or procedure that details how Procurement monitors and controls these activities.

Provide link

Upload document

[File Upload]

Criterion 8: Is there a formal document adopted by the governing body of the entity that provides or delegates authority to Procurement to conduct and manage all aspects of procurement processes? *

Note: Typically, this is a procurement ordinance or policy. The purpose is to extend legal authority to the procurement department to perform.

Definition: Authority refers to the right to perform certain acts or prescribe rules governing the conduct of others.

Resource: Global Best Practice: [Developing a Procurement Policy Manual](#)

Select one option

Yes

No

Required documentation

Specify the page, section, etc., of the statute, ordinance, or regulation that has been approved by the governing body that provides authority to Procurement.

Provide link

Upload document

[File Upload]

Criterion 9: Does the Procurement Department have centralized purchasing authority for its entity? *

Note: This is typically stated in the procurement ordinance or policy.

Definition: Authority refers to the right to perform certain acts or prescribe rules governing the conduct of others.

Definition: Centralized Purchasing is an organizational structure where the rights, powers, duties, and authority relating to procurement are vested in the Chief Procurement Officer (CPO). While the CPO may delegate some of these powers to others, the final authority resides with the CPO.

Select one option

Yes

No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that provides procurement authority to the Procurement Department.

Provide link

Upload document

[File Upload]

Criterion 10: Does the Procurement Department review and recommend the dollar thresholds up to which Procurement staff and individuals with delegated authority can award solicitations and sign contracts? *

Select one option

Yes

No

Criterion 11: Does the Procurement Department have the authority to recommend or approve sole source purchases? *

Note: This is not the act of processing the request; but having a critical role in the decision-making process.

Definition: Sole source is a non-competitive method of procurement used when only one supplier possesses the unique ability or capability to meet the particular requirements of the entity or because only one supplier is practicably available. The entity may require a written justification from the end user explaining why only this supplier can fulfill the requirement.

Additional information: It is important for procurement professionals to play a role in the approval of sole source requests. Procurement professionals seek to reasonably determine if a requested sole source is indeed a sole source. Methods include Google searches, posting notices of Intent to Declare Sole Sources, discussion with suppliers, etc.

Resource: Global Best Practice: [Developing a Procurement Policy Manual](#)

Select one option

Yes

No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that provides authority for Procurement to approve sole source purchases.

Provide link

Upload document

[File Upload]

Criterion 12: Does the Procurement Department have the authority to recommend or approve emergency purchases? *

Note: This is not the act of processing the request; but having a critical role in the decision-making process.

Definition: An emergency purchase is due to an unexpected and urgent request where health and safety or the conservation of public resources is at risk. Usually, formal competitive bidding procedures are waived.

Additional information: It is important for procurement officials to play a role in the approval of emergency procurements. Procurement professionals seek to reasonably determine if a situation is indeed an emergency.

Example: Knox County Emergency Procurement Manual

Resource: Global Best Practice: [Developing a Procurement Policy Manual](#)

Select one option

Yes

No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that provides authority for Procurement to approve emergency purchases.

Provide link

Upload document

[File Upload]

Criterion 13: Is the Procurement Department responsible for the procurement of nonprofessional services? *

Definition: A nonprofessional service is any service not specifically identified as a professional service in the definition of a professional service.

Definition: Professional services are services rendered by members of a recognized profession or possessing a special skill. Such services are generally acquired to obtain information, advice, training, or direct assistance.

Resource: Global Best Practice: [Developing a Procurement Policy Manual](#)

Select one option

Yes

No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that provides authority for Procurement to procure nonprofessional services.

Provide link

Upload document

[File Upload]

Criterion 14: Is the Procurement Department responsible for the procurement of professional services? *

Definition: Professional services are services rendered by members of a recognized profession or possessing a special skill. Such services are generally acquired to obtain information, advice, training, or direct assistance.

Resource: Global Best Practice: [Developing a Procurement Policy Manual](#)

Select one option

- Yes
- No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that provides authority for Procurement to procure professional services.

Provide link

Upload document

[File Upload]

Criterion 15: Is the Procurement Department responsible for the procurement of construction services? *

Select one option

- Yes
- No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that provides authority for Procurement to procure construction services.

Provide link

Upload document

[File Upload]

Criterion 16: Does the entity have specific written authority to use the various project delivery methods (e.g. design-bid-build, design-build, and construction manager at risk) based on consideration of entity priorities and project characteristics such as timing, cost, and risk? *

Definition: Design-Bid-Build is the traditional project delivery method, which customarily involves three sequential project phases: design, procurement, and construction, and two distinct contracts for the design and construction (build) phases.

Definition: Design-Build is a construction project delivery method that combines architectural and engineering design services with construction performance under one contract.

Definition: Design-Build-Finance-Operate is an Alternate Project Delivery Method (ADPM) demonstrating a design-build concept where the owner and designer/contractor work as a team to ensure that the owner's requirements are met during design and construction. A complex and innovative approach developed through Public-Private Partnerships in which there is much greater involvement of private financing and that often combines construction and management or operations contracts.

Definition: Construction Manager at Risk (CMR/CMAR) is a construction project delivery method in which the owner enters into separate contracts with the designer and builder, often at or about the same time. During design, the CMAR advises the owner and designer on constructability, value engineering, cost estimating, schedule, sequencing, selection of components and materials, and other matters. When the design is completed, the CMAR becomes the "builder," or general contractor, responsible or "at risk" for completing construction within the guaranteed maximum price (GMP).

Resource: Global Best Practice: [Selecting the Appropriate Construction Project Delivery Method](#)

Select one option

- Yes
- No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that provides authority for the entity to select the appropriate project delivery method.

Provide link

Upload document

[File Upload]

Criterion 17: Does Procurement recommend, approve, or deny solicitation/award protests? *

Resource: Global Best Practice: [Protests](#)

Resource: Global Best Practice: [Transparency in Public Procurement](#)

Select one option

Yes

No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that provides the authority for Procurement to approve or deny protests or appeals by interested parties.

Provide link

Upload document

[File Upload]

Criterion 18: Does Procurement approve or deny contract disputes? *

Select one option

Yes

No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that provides the authority for Procurement to approve or deny contract disputes by interested parties.

Provide link

Upload document

[File Upload]

Criterion 19: Does the Procurement Department have the authority to debar suppliers? *

Note: This is not the act of processing the request; but having a critical role in the decision-making process.

Definition: Debarment is defined as: 1. To prohibit a seller/contractor from bidding on future requirements for cause for a certain period of time. 2. A sanction brought against a seller whereby they may not engage in future procurement actions. 3. To exclude or shut out of future solicitations and contracting opportunities.

Definition: Suspension is defined as: Prohibiting a supplier from submitting bids and proposals for a definite or indefinite period of time. A temporary determination to exclude a supplier from obtaining any contracts for a period of time, usually before initiating debarment. Reasons for this action may include poor performance, late deliveries, violations of previous contract terms, etc.

Additional information: Due to extreme malfeasance by suppliers, entities may need to debar or suspend such suppliers from procurement activities for a specific amount of time. To protect the public interest, entities need clear and reasonable debarment and suspension policies.

Example 1:

[City of Austin Purchasing Office Probation, Suspension, and Debarment Rules for Vendors](#)

Example 2:

[City of Cincinnati Vendor Debarment Policy](#)

Resource: Global Best Practice: [Developing A Procurement Policy Manual](#)

Select one option

Yes

No

Criterion 20: Does the Procurement Department have the authority to notify the appropriate internal individual regarding violations of procurement policies or the procurement code of ethics? *

Resource: Global Best Practice: [Developing A Procurement Policy Manual](#)

Resource: Global Best Practice: [Ethical Procurement](#)

Resource: Global Best Practice: [Transparency in Public Procurement](#)

Select one option

Yes

No

Criterion 21: Does Procurement conduct or participate in lease vs. purchase decisions? *

Note: Procurement must demonstrate an active involvement/contribution in the assessment/analysis of the decision.

Definition: Lease or Buy Decision is a decision based on the results of a cost/benefit analysis of the costs to own, costs to lease, and the advantages and disadvantages of any relevant qualitative factors.

Additional information: Examples may include the purchase or lease of equipment, vehicles, and technology.

Resource: Global Best Practice: [Lease-Purchase Decision](#)

Select one option

Yes

No

Criterion 22: Does the Procurement Department monitor transactions to determine which goods or services might be included in blanket or term contracts? *

Definition: A Small Purchase is any procurement not exceeding a given upper monetary limit, as established by law, regulation, executive order, etc. Usually applies to purchases of small dollar amounts under a certain monetary threshold.

Definition: Spend Analysis is the process of collecting, cleansing, classifying, and analyzing expenditure data from all sources within the organization (i.e., purchasing card, eProcurement systems, etc.). The process analyzes the current, past, and forecasted expenditures to allow visibility of data within the organization at various levels, e.g. by supplier, commodity, service, or by department. Spend Analysis can be used to make management decisions by providing answers to such questions as what was bought, when was it bought, where was it purchased, how many suppliers were used, how much was spent with each supplier, and how much was paid for the item.

Additional information: Entities need to examine their recurring purchases to ascertain if the accumulated volume meets thresholds requiring formal solicitation. Additionally grouping these needs may result in lower costs and it may reduce administrative workloads for many departments/divisions.

Resource: Global Best Practice: [Performance Metrics](#)

Resource: Global Best Practice: [Spend Analysis](#)

Select one option

Yes

No

Criterion 23: Does the Procurement Department have a defined process to review procurement card transactions for irregular/inappropriate activity? *

Note: This is not referencing the Finance Department doing this function.

Resource: Global Best Practice: [Audits](#)

Select one option

Yes

No

Criterion 24: Does the Procurement Department review the scope of work, including specifications, and collaborate with stakeholders on modifications? *

Resource: Global Best Practice: [Developing A Procurement Policy Manual](#)

Resource: Global Best Practice: [Distinguishing between Scope of Work and Statement of Work](#)

Resource: Global Best Practice: [Specifications](#)

Select one option

Yes

No

Criterion 25: Does the Procurement Department utilize performance-based service contracts resulting from a solicitation (provide an example contract) in which the emphasis is on the output and/or outcome of the work rather than the precise manner in which the work is to be performed? *

Definitions:

Definition: A Performance Based Contract is a results-oriented contracting method that focuses on the outputs, quality, or outcomes that may tie at least a portion of a contractor's payment, contract extensions, or contract renewals to the achievement of specific, measurable performance standards and requirements. These contracts may include monetary and non-monetary incentives as well as specific remedies.

Resource: [Global Best Practice: Performance Based Contracting](#)

Select one option

Yes

No

Required documentation

Provide the section of a performance-based contract that shows the performance metrics, how the performance will be evaluated. May also include how the performance correlates to contractor payment or compensation during contract administration.

Upload document

[File Upload]

Criterion 26: Does the Procurement Department engage in best value procurements (price is not the primary award factor) in which responses are evaluated based on pre-determined criteria? *

Definitions: Best Value is: 1. A procurement method that emphasizes value over price. The best value might not be the lowest cost. 2. An assessment of the return that can be achieved based on the total cost of ownership of the item; may include an analysis of the functionality of the item; can use cost-benefit analysis to define the best combinations of quality, services, time, and cost considerations over the useful life of the procured item.

Select one option

Yes

No

Required documentation

Provide a section from a solicitation from the past two years that shows the criteria and method for determining best value that will be used in the award decision.

Upload document

[File Upload]

Criterion 27: Does the Procurement Department participate in the identification and control of entity assets (non-expendable property)? *

Select one option

Yes

No

Criterion 28: Does the head of the supply management function (warehouse) report to the Chief Procurement Officer? *

Select one option

Yes

No

Section 3: Mission & Organization

Criterion 29: Does the Procurement Department have a presence on the entity's website? *

Note: There should be at least one webpage dedicated to the Procurement Department.

Select one option

- Yes
- No

Required link *

Provide a link to the Procurement Department webpage.

Criterion 30: Does Procurement post on the Procurement Department's website its own mission statement? *

Note: The Mission Statement must be published on the Procurement Department website.

Definition: A mission statement is a short memorable statement of the reasons for the existence of an organization that may encompass its core values. An effective mission statement describes who we are and what we do.

Example 1: [51 Mission Statement Examples from The World's Best Companies](#)

Resource: Global Best Practice: [Strategic Procurement Planning](#)

Select one option

- Yes
- No

Required link *

Provide a link to the Procurement Department mission statement on your entity's website.

Criterion 31: Does Procurement post on the Procurement Department webpage its own vision statement? *

Note: The Vision Statement must be published on the Procurement Department webpage.

Definition: A vision statement is an organizational statement that clearly and concisely addresses the future nature and purpose of the entity. A short statement that tells who the organization is and where they are going.

Resource 1: [What is a Vision Statement?](#)

Resource 2: Global Best Practice: [Strategic Procurement Planning](#)

Select one option

Yes

No

Required link *

Provide a link to the Procurement Department vision statement.

Criterion 32: Does Procurement post on the Procurement Department webpage its own values statement(s)? *

Note: The Values Statement(s) must be published on the Procurement Department webpage.

Resource: [Values and Guiding Principles of Public Procurement](#)

Resource: Global Best Practice: [Strategic Procurement Planning](#)

Select one option

- Yes
- No

Required link *

Provide a link to the Procurement Department values statement(s).

Criterion 33: Do the Procurement Department's mission, vision, and values support those of the entity? *

Note: The links provided will be used as supporting documentation for this criterion.

Select one option

- Yes
- No

Required link *

Provide a link to the entity mission, vision, and values statements.

Use, if needed

Provide a link to the entity mission, vision, and values statements.

Use, if needed

Provide a link to the entity mission, vision, and values statements.

Criterion 34: Does the Procurement Department have its own strategic plan? *

Definition: A strategic plan is a document that establishes the long-range objectives and overall strategy or course of action by which an organization fulfills its mission.

Additional information: Strategic plans should include mission and vision statements, core values, an analysis of internal strengths and weaknesses and external opportunities and threats, desired outcomes, strategies to achieve the desired outcomes, and SMART goals, i.e., specific, measurable, achievable, realistic, and time-based to evaluate success.

Resource: Global best practice: [Strategic Procurement Planning](#)

Note: The document and/or link provided in Criterion 34 will be reviewed for Criteria 35, 36, 37 and 38. For each criterion, please specify the relevant page. If the answer to Criterion 34 is "no," then the answers to Criteria 35 must be "no."

Select one option

- Yes
- No

Required documentation

Upload the Procurement Department's strategic plan. This plan is separate from, but may be incorporated into, the entity's strategic plan.

Note: The document and/or link provided in Criterion 34 will be reviewed for Criteria 35, 36, 37 and 38. For each criterion, please specify the relevant page. If the answer to Criterion 34 is "no," then the answers to Criteria 35 must be "no."

Provide link

Upload document

[File Upload]

Criterion 35: Does the Procurement Department share its own strategic plan within the entity (e.g., a shared drive or intranet)? (COPY) *

Definition: A strategic plan is a document that establishes the long-range objectives and overall strategy or course of action by which an organization fulfills its mission.

Additional information: Strategic plans should include mission and vision statements, core values, an analysis of internal strengths and weaknesses and external opportunities and threats, desired outcomes, strategies to achieve the desired outcomes, and SMART goals, i.e., specific, measurable, achievable, realistic, and time-based to evaluate success.

Resource: Global best practice: [Strategic Procurement Planning](#)

Note: If the answer to Criterion 34 is "no," then the answers to Criteria 35 must be "no."

Select one option

Yes

No

Provide link

Provide a link or upload a screenshot.

Upload a screenshot

[File Upload]

Criterion 36: Does the Procurement Department's strategic plan include goals and corresponding SMART objectives to achieve those goals? *

Definitions:

Goal: 1. Observable end results that help to further define an organization by giving it direction. 2. A contract term often used in seeking MBE/WBE (Minority- and Women-Owned Business Enterprises) participation. A level of expectation that a supplier will make a good faith effort to achieve the predetermined percentage of this participation upon award.

Objective: A specific, measurable, and observable result of an organization's activity that advances the organization towards its goal.

Additional information The letters of **SMART** refer to: **S**pecific, **M**easurable, **A**chievable, **R**elevant and **T**ime-bound

Note: The document and/or link provided in Criterion 34 will be reviewed for Criteria 36, 37 and 38. For each criterion, please specify the relevant page. If the answer to Criterion 34 is "no," then the answers to Criteria 36 must be "no."

Select one option

- Yes
- No

Required page number(s)

Note: The document provided in Criterion 34 will be reviewed for Criterion 36. Please specify the relevant page for this criterion.

Criterion 37: Is the Procurement Department's strategic plan updated regularly, at least every five years? * *

Note: The document and/or link provided in Criterion 34 will be reviewed for Criteria 36, 37 and 38. For each criterion, please specify the relevant page. If the answer to Criterion 34 is "no," then the answers to Criteria 37 must be "no."

Select one option

Yes

No

Required Page Number(s)

Note: The document provided in Criterion 34 will be reviewed for Criterion 37. Please specify the relevant page for this criterion.

Criterion 38: Does the entity's strategic plan specifically include goals and measurable objectives that are Procurement's contributions to the entity's strategic plan? *

Note: The document and/or link provided in Criterion 34 will be reviewed for Criteria 36, 37 and 38. For each criterion, please specify the relevant page. If the answer to Criterion 34 is "no," then the answers to Criteria 38 must be "no."

Select one option

Yes

No

Required Document(s)

Note: The document provided in Criterion 34 will be reviewed for Criterion 38. Please specify the relevant page for this criterion.

Criterion 39: Is the Chief Procurement Officer's position at the same level as the heads of other similar departments (e.g., Finance Director, Utilities Director, IT Director) in the organizational reporting structure? *

Select one option

- Yes
- No

Provide link

Provide a link or upload a document. The chart should show Procurement's level and reporting structure as compared to other departments in the organizational reporting structure.

Upload document

[File Upload]

Section 4: Automation & eCommerce

Criterion 40: Does the entity have a procurement credit card (PCard) program? *

Definition: A Procurement Card (pCard) is a payment method whereby internal customers (requisitioners) are empowered to deal directly with suppliers for purchases using a credit card issued by a bank or major credit card provider. Generally, a pre-established credit limit is established for each card issued. The cards enable eProcurement and facilitate on-line ordering, frequently from pre-approved suppliers under blanket contracts.

Additional information: Procurement card (P-cards) add value by automating and delegating small dollar purchases and freeing up professional time for strategic procurement efforts P-cards also add value by creating a rebate stream which then provides revenue to the entity.

Select one option

- Yes
- No

Required documentation

Specify or provide a link to the relevant page, section, etc., of the policy that supports a procurement card program.

Provide link

Upload document

[File Upload]

Criterion 41: Does the Procurement Department utilize electronic records or imaging software for records management consistent with regulation or statute (in lieu of paper files)? *

Definition: Procurement Records are accounts maintained by a procurement organization that are sufficient to detail the significant history of a procurement and which may be needed for future audit purposes. Typically defined in a retention schedule description..

Definition: Retention Schedule Records are a jurisdiction's established timetable for maintenance and destruction of purchasing records, based on administrative, historical, and legal requirements.

Example: A schedule detailing record retention rules for procurement information.

Resource: Global Best Practice: [Audits](#)

Select one option

Yes

No

Criterion 42: Does the entity have a strategic technology plan specific to procurement operations? The plan should include enhancements of existing technology or new technology implementations for procurement. *

Note: This is not a generic entity wide technology plan nor is it a budget line item.

Example 1: Council on Accreditation blog "How to Create a Technology Plan (Yes, You Need One)

Example 2: Baylor University Strategic Technology Plan

Additional information: Technology assists procurement officials in conducting efficient and effective operations. Technology is so intertwined with the procurement process now that it is imperative for larger organizations to have a specific plan for implementing and using technology to further the Office's goals.

Resource: Global Best Practice: [Technology in Public Procurement](#)

Resource: Global Best Practice: [Transparency in Public Procurement](#)

Select one option

Yes

No

Required documentation

Specify the relevant page, section, etc., where technology for Procurement is addressed in the entity's technology plan.

Provide link

Upload document

[File Upload]

Criterion 43: Does the Procurement Department have an Intranet or other technology platform, e.g., Microsoft Teams, that provides templates, forms, and guidance to internal stakeholders? *

Resource: Global Best Practice: [Technology in Public Procurement](#)

Select one option

Yes

No

Criterion 44: Does the Procurement Department have an interactive website that allows suppliers to self-register to do business with the entity? *

Resource: Global Best Practice: [Technology in Public Procurement](#)

Resource: Global Best Practice: [Transparency in Public Procurement](#)

Select one option

Yes

No

Criterion 45: Does the Procurement Department's eProcurement or ERP system allow suppliers to view their transactions and upload deliverables (e.g., invoices, reports)? *

Resource: Global Best Practice: [Technology in Public Procurement](#)

Resource: Global Best Practice: [Transparency in Public Procurement](#)

Select one option

Yes

No

Criterion 46: Are all public-facing procurement documents (e.g., solicitations, contracts, notices) and webpage in Americans with Disabilities (ADA) accessible format? *

Explanation: The Americans with Disabilities Act (ADA) requires certain businesses to make accommodations for people with disabilities. Web content should be accessible to blind users, deaf users, and those who must navigate by voice, screen readers or other assistive technologies.

Select one option

- Yes
- No

Required documentation

Provide an example of a procurement document or webpage that is in ADA accessible format.

Provide link

Upload document

[File Upload]

Criterion 47: Does the Procurement Department's solicitation technology software integrate with the financial system for funds verification and invoice payment? *

Select one option

- Yes
- No

Criterion 48: Does the Procurement Department information technology system have an automated workflow for approvals of requisitions and purchase orders? *

Select one option

Yes

No

Criterion 49: Does the Procurement Department information technology system use "push technology" to automatically notify potential bidders/proposers of available procurement opportunities? *

Definition from Techopedia: Push technology is an Internet communication system in which the transaction request is generated by the central web server or publisher. Push technology is the opposite of pull technology, where the information transmission request is made by the clients or receivers.

Select one option

Yes

No

Criterion 50: Does the Procurement Department information technology system have the functionality to generate a bid tabulation for evaluation? *

Select one option

Yes

No

Required documentation *

Provide a screen shot of an evaluation created by your information technology system.

[File Upload]

Criterion 51: Does the Procurement Department information technology system prepare and distribute notices of award? *

Select one option

- Yes
- No

Criterion 52: Does the Procurement Department information technology system use a commodity/services code structure to group and track purchases (e.g., NIGP commodity code, NAICS code)? *

Select one option

- Yes
- No

Criterion 53: Does the Procurement Department eProcurement or ERP system create purchase orders automatically to replenish standard inventory items? *

Select one option

- Yes
- No

Criterion 54: Does the Procurement Department eProcurement or ERP system accumulate usage data for inventory contract items? *

Select one option

- Yes
- No

Criterion 55: Does the Procurement Department utilize a software system to track spend for each contract? *

Select one option

- Yes
- No

Criterion 56: Does the Procurement Department eProcurement or ERP system prepare supplier performance information reports (e.g., complaints, service level, quality, deliveries)? *

Select one option

Yes

No

Criterion 57: Is the workflow from the Procurement Department information technology system accessible to requisitioners to track the status of their requisitions and purchases? *

Select one option

Yes

No

Criterion 58: Does the Procurement Department use the information technology system's reporting capability? *

Select one option

Yes

No

Criterion 59: Does the Procurement Department information technology system house a library of terms and conditions for solicitation development? *

Select one option

Yes

No

Criterion 60: Does the Procurement Department use the library of terms and conditions within its information technology system for contract creation? *

Select one option

- Yes
- No

Criterion 61: Does the Procurement Department information technology system allow for electronic review and approval of solicitations and contracts? *

Select one option

- Yes
- No

Criterion 62: Does the Procurement Department information technology system include contract administration functionality that automatically provides notices of pending/upcoming performance milestones, payments, and other deliverables? *

Select one option

- Yes
- No

Criterion 63: Does the Procurement Department regularly order contracted goods and services through online supplier websites? *

Select one option

- Yes
- No

Criterion 64: Does the entity use punchout catalogs to automate the process of catalog buying? *

The punchout catalog allows the requester to access the supplier's website from Procurement's information technology system, add items to the shopping cart, and bring those items back to the technology system, where a requisition is automatically generated.

Select one option

Yes

No

Criterion 65: Does the Procurement Department accept electronic informal solicitation responses/quotes through the procurement information technology system? *

Note: This is not accepting quotes through email.

Select one option

Yes

No

Criterion 66: Does the Procurement Department accept sealed/formal bid solicitations through the procurement information technology system? *

Select one option

Yes

No

Criterion 67: Does the Procurement Department accept sealed/formal requests for proposals/qualifications through the procurement information technology system? *

Select one option

Yes

No

Criterion 68: Are formal electronic solicitation responses sealed until the opening date and time? *

Select one option

- Yes
- No

Section 5: Processes & Continuous Improvement

Criterion 69: Is there a Procurement Manual, that governs the practices of the procurement function? *

Definition: A Purchasing Manual is a document that describes rules, regulations, policies, and procedures to be followed by the purchasing organization and the agencies/departments it serves.

Resource: Global Best Practice: [Developing a Procurement Policy Manual](#)

Select one option

- Yes
- No

Required documentation

Provide a link to or upload the manual.

Provide link

Upload document

[File Upload]

Criterion 70: Has the Procurement Manual been reviewed for the need to update or updated within the last five years? *

Select one option

Yes

No

Criterion 71: Is the Procurement Manual available in electronic format or posted to the entity's Intranet? *

Select one option

Yes

No

Criterion 72: For each dollar threshold, is the process described by which goods and services must be procured? *

Select one option

Yes

No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that describes the process used for procuring goods and services within each threshold.

Provide link

Upload document

[File Upload]

Criterion 73: Does Procurement post information for suppliers on the Procurement Department webpage on how to do business with the entity? *

Note: This is not just posting the telephone number and email address.

Select one option

Yes

No

Required link *

Provide a link to the "How to Do Business" website page.

Note: This webpage should include information in addition to current solicitations (e.g., procurement policies and procedures, types of purchases, supplier responsibilities, ethics).

Criterion 74: Beyond a general Code of Conduct for all employees, does the Procurement Department have a specific Code of Ethics or Ethics Policy that prescribes the appropriate conduct of governmental employees involved in the procurement process in anyway? *

Definition: Ethics is 1. A principle of right or good conduct or a body of such principles. 2. A system of moral principles or values. 3. A code of conduct. 4. Prohibits breach of the public trust by any attempt to realize personal gain by a public employee through conduct inconsistent with the proper discharge of the employee's duties. Strong ethical principles are required for public procurement personnel and many professional bodies adhere to published codes of ethics.

Example 1: [City of Atlanta Ethical Standards for Contractors, Vendors, Customers, and Other Prohibited Sources](#)

Example 2: [Duluth Transit Authority Vendor Code of Ethics](#)

Resource: Global Best Practice: [Developing a Procurement Policy Manual](#)

Resource: Global Best Practice: [The Place of Public Procurement within the Entity](#)

Select one option

Yes

No

Required documentation

Provide a link to or upload a document with the Procurement Department Code of Ethics or Ethics policy. Specify the relevant page, section, etc., for the Code of Ethics or Ethics Policy

Provide link

Upload document

[File Upload]

Criterion 75: Does the Procurement Department have a Code of Ethics or Ethics Policy that prescribes the appropriate conduct of suppliers, contractors, or their agents? *

Definition: Ethics is 1. A principle of right or good conduct or a body of such principles. 2. A system of moral principles or values. 3. A code of conduct. 4. Prohibits breach of the public trust by any attempt to realize personal gain by a public employee through conduct inconsistent with the proper discharge of the employee's duties. Strong ethical principles are required for public procurement personnel and many professional bodies adhere to published codes of ethics.

Example 1: [City of Atlanta Ethical Standards for Contractors, Vendors, Customers, and Other Prohibited Sources](#)

Example 2: [Duluth Transit Authority Vendor Code of Ethics](#)

Resource: Global Best Practice: [Developing a Procurement Policy Manual](#)

Resource: Global Best Practice: [The Place of Public Procurement within the Entity](#)

Select one option

Yes

No

Required documentation

Specify the relevant page, section, etc., for the Code of Ethics or Ethics Policy that prescribes the conduct of suppliers, contractors, or their agents in the documentation provided by the link.

Provide link

Criterion 76: Does the Procurement Department publish a list of factors to determine if a supplier is responsible (the supplier has the capacity and capability to perform the work specified)? *

Note: This information is usually detailed in the Procurement Ordinance or Policy,

Definition: Responsible Bidder/Proposer refers to a business entity or individual who has the financial and technical capacity to perform the requirements of the solicitation and subsequent contract.

Definition: Non-Responsible refers to a business entity, or individual that responds to a solicitation that does not have the ability or capability to fully perform the requirements of the solicitation. A business entity or individual who does not possess the integrity and reliability to assure contractual performance.

Definition: A Qualified Bidder refers to a bidder determined by the purchasing organization to meet the minimum standards of business competence, reputation, financial ability, and product quality for placement on the bidders list.

Additional information: There are insignificant mistakes that may be waived or corrected without prejudice to other bidders and have little or no effect of price, quantity, quality, delivery, or contractual conditions. Examples include:

- Failure to return the specified number of bids or proposals
- Sign the offer provided there are documents supporting the intent to submit a bid or proposal
- Complete one or more certifications
- Acknowledge receipt of an addendum

Resource: Global Best Practice: [Request for Proposals \(RFP\)](#)

Resource: Global Best Practice: [Invitation for Bids \(IFB\) aka Invitation to Tender \(ITT\)](#)

Select one option

Yes

No

Required documentation

Upload the document (e.g., solicitation, procedure, instruction) or provide a link and specify the page number that lists specific factors for determining responsibility.

Provide link

Upload document

[File Upload]

Criterion 77: Does the Procurement Department publish a list of factors to determine if a supplier's offer is responsive? *

Note: This information is usually detailed in the Procurement Ordinance or Policy,

Definition: A Responsive Bid/Proposal is a bid or proposal that fully conforms in all material respects to the Invitation for Bids (IFB)/Request for Proposals (RFP) and all of its requirements, including all form and substance.

Definition: Non-Responsive refers to a response to a solicitation that does not conform to the mandatory or essential requirements contained in the solicitation.

Definition: A Qualified Bidder refers to a bidder determined by the purchasing organization to meet the minimum standards of business competence, reputation, financial ability, and product quality for placement on the bidders list.

Additional information: There are insignificant mistakes that may be waived or corrected without prejudice to other bidders and have little or no effect of price, quantity, quality, delivery, or contractual conditions. Examples include:

- Failure to return the specified number of bids or proposals
- Sign the offer provided there are documents supporting the intent to submit a bid or proposal
- Complete one or more certifications
- Acknowledge receipt of an addendum

Resource: Global Best Practice: [Request for Proposals \(RFP\)](#)

Resource: Global Best Practice: [Invitation for Bids \(IFB\) aka Invitation to Tender \(ITT\)](#)

Select one option

Yes

No

Required documentation

Upload the document (e.g., solicitation, procedure, instruction) or provide a link and specify the page number that lists specific factors for determining responsiveness.

Provide link

Upload document

[File Upload]

Criterion 78: Does the Procurement Department use solicitation templates? *

Additional information: To reduce supplier confusion and to establish entity consistency, procurement professionals structure solicitation documents, e.g., Invitation for Bids (IFB), Request for Proposals (RFP), in a systematic and consistent manner, i.e. every time a supplier opens an entity solicitation, they know what to look for and where.

Note: This is a base document that procurement and/or departmental staff can access which provides the base with sections marked for completion and personalization to the need.

Resource: Global Best Practice: [Specifications](#)

Resource: Global Best Practice: [Invitation for Bids \(IFB\) aka Invitation to Tender \(ITT\)](#)

Select one option

Yes

No

Required documentation *

Upload an example of a solicitation template.

[File Upload]

Upload document

[File Upload]

Upload document

[File Upload]

Criterion 79: Does the Procurement Department use contract templates? *

Note: This is a base document that procurement and/or departmental staff can access which provides the base with sections marked for completion and personalization to the need.

Additional information: To reduce supplier confusion and to establish entity consistency, procurement professionals structure solicitation documents, e.g., Invitation for Bids (IFB), Request for Proposals (RFP), in a systematic and consistent manner, i.e. every time a supplier opens an entity solicitation, they know what to look for and where..

Resource: Global Best Practice: [Specifications](#)

Resource: Global Best Practice: [Invitation for Bids \(IFB\) aka Invitation to Tender \(ITT\)](#)

Select one option

Yes

No

Required documentation *

Upload an example of a contract template.

[File Upload]

Upload document

[File Upload]

Criterion 80: Is the Procurement Department required to publicly post or advertise solicitations? *

Note: This would be specified in the Procurement Policy or Ordinance.

Definition: A Public Notice is an announcement made by a public agency concerning a solicitation or other information of general public interest. Usually placed in a newspaper of general circulation, a web-site, circular, magazine, or other vehicle of general publication. Must comply with legal requirements of the jurisdiction.

Resource: Global Best Practice: [Transparency in Public Procurement](#)

Select one option

Yes

No

Required documentation *

Specify the statute, ordinance, policy, or section of a manual that requires Procurement to publicly announce solicitations.

Provide link

Upload document

[File Upload]

Criterion 81: Is the Procurement Department required to document the reasons to award to other than the apparent low bidder? *

Note: This would be specified in the Procurement Policy or Ordinance.

Definition: Bid Documentation refers to a file containing all of the information and records relating to the bid, which may include all of the original bids received, specifications, insurance requirements, addenda, bonds, correspondence, and all other relevant data that may be subject to audit and further review.

Additional information: Procurement professionals document why awards are made and particularly if an award is made to other than the lowest most responsible bidder.

Select one option

Yes

No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that requires Procurement to document the decision and provide justification for awarding a contract to other than the apparent low bidder.

Provide link

Upload document

[File Upload]

Criterion 82: Does the Procurement Department have a document that defines and details a process for handling minor irregularities or informalities in competitive (formal) solicitations? *

Definition: Informalities/Minor Irregularities refer to a submission of a bid or proposal that contains minor defects or variations from the exact requirements of the solicitation that do not affect price or other mandatory requirements. A defect that is easily correctable. Generally, a matter of form rather than substance. Following legal review may sometimes be corrected within a certain time period.

Additional information: Procurement professionals have the authority and obligation to determine if irregularities can be properly waived or if they are too germane to accept. Typically, entity's have a checklist of irregularities that can be waived.

Resource: Global Best Practice: [Invitation for Bids \(IFB\) aka Invitation to Tender \(ITT\)](#)

Resource: Global Best Practice: [Request for Proposals \(RFP\)](#)

Select one option

Yes

No

Required documentation

Provide the section of a manual or solicitation document that describes the process for handling minor irregularities or informalities.

Provide link

Upload document

[File Upload]

Criterion 83: Does the entity have a policy or procedure on how change orders are approved? *

Definition: A Change Order is a written alteration that is issued to modify or amend a contract or purchase order. A bilateral (agreed to by all parties) or unilateral (government orders a contract change without the consent of the contractor) request that directs the contractor to make changes to the contracted scope of work or specifications. In reference to construction contracts, it relates primarily to changes caused by unanticipated conditions encountered during construction not covered by the drawings, plans, or specifications of the project. **Definition:** A Change Order Authority is the power or right of a public agency to unilaterally modify a contract without the express consent of the contractor. For example, certain supply contracts allow the agency to exceed purchase quantities within an agreed upon percentage range. **Definition:** A Contract Modification is any written alteration in specifications, delivery point, frequency of delivery, period of performance, price, quantity, or other provisions of the contract, accomplished by mutual agreement of the parties to the contract.

Additional information: Change orders do occur and it is important that they are handled effectively, efficiently and in accordance with quality public service.

Select one option

Yes

No

Required documentation

Specify the statute, ordinance, policy, or section of a manual that defines how change orders are approved.

Provide link

Upload document

[File Upload]

Criterion 84: Does the Procurement Department publish its protest and appeal procedures? *

Resource: Global Best Practice: [Protests](#)

Resource: Global Best Practice: [Transparency in Public Procurement](#)

Select one option

Yes

No

Criterion 85: Does the Procurement Department publish its debarment procedures?

Select one option

Yes

No

Criterion 86: Does the Procurement Department conduct ongoing market research to secure economic information, market trends or changes in seasonal and fluctuating markets *

Note: If the research is by others, the documentation must spotlight that Procurement reviews, interprets or otherwise does something with the research and does not just “accept it.”

Note: Market research is conducted to gather economic information on issues such as market trends or changes in seasonal and fluctuating markets.

Definition: The Market Research Process consists of research, analysis, and intelligence to arrive at the most suitable approach to procuring commodities and construction.

Resource: Global Best Practice: [The Market Research Process](#)

Select one option

Yes

No

Required documentation *

Upload a copy of the Procurement Department's resulting analysis report.

Note: For this criterion, the research and analysis must be conducted by Procurement, not a client department or third-party entity.

[File Upload]

Criterion 87: Does the Procurement Department use the results of its market analysis report(s) in planning and preparing for upcoming procurements? *

Note: The provision documentation must clearly indicate that Procurement reviews, analyzes, uses the reports-not just filing them.

Note: Market research is conducted to gather economic information on issues such as market trends or changes in seasonal and fluctuating markets.

Definition: The Market Research Process consists of research, analysis, and intelligence to arrive at the most suitable approach to procuring commodities and construction.

Resource: Global Best Practice: [The Market Research Process](#)

Select one option

Yes

No

Required narrative description

In a narrative form, provide an example of how Procurement used the results of its market analysis to prepare for an upcoming procurement.

Criterion 88: Does the Procurement Department regularly conduct spend analyses? *

Note: The documentation must spotlight how and that Procurement does something with the data.

Note: Criteria 88 and 89 depend on the entity conducting spend analyses. If the answer to Criterion 93 is "no," the answer to Criteria 89 must be "no."

Definition: Spend Analysis is the process of collecting, cleansing, classifying, and analyzing expenditure data from all sources within the organization (i.e., purchasing card, eProcurement systems, etc.). The process analyzes the current, past, and forecasted expenditures to allow visibility of data within the organization at various levels, e.g. by supplier, commodity, service, or by department. Spend Analysis can be used to make management decisions by providing answers to such questions as what was bought, when was it bought, where was it purchased, how many suppliers were used, how much was spent with each supplier, and how much was paid for the item.

Resource: Global Best Practice: [Spend Analysis](#)

Select one option

- Yes
- No

Criterion 89: Does the Procurement Department base decisions on spend analyses data? *

Note: Criteria 88 and 89 depend on the entity conducting spend analyses. If the answer to Criterion 93 is "no," the answer to Criteria 89 must be "no."

Definition: Spend Analysis is the process of collecting, cleansing, classifying, and analyzing expenditure data from all sources within the organization (i.e., purchasing card, eProcurement systems, etc.). The process analyzes the current, past, and forecasted expenditures to allow visibility of data within the organization at various levels, e.g. by supplier, commodity, service, or by department. Spend Analysis can be used to make management decisions by providing answers to such questions as what was bought, when was it bought, where was it purchased, how many suppliers were used, how much was spent with each supplier, and how much was paid for the item.

Resource: Global Best Practice: [Spend Analysis](#)

Criterion Model Example

Select one option

- Yes
- No

Required documentation *

Upload a copy of results/report.

Explanation: A spend analysis takes the raw data, cleanses and categorizes it, and then analyzes the data to determine what is bought, when, for whom, how many, etc.

[File Upload]

Criterion 90: Does the Procurement Department perform value analysis? *

Definition: Value Analysis is an organized effort directed at analyzing the functions of a product or service including specifications, standards, practices, and procedures with the intent to satisfy the required function at the lowest possible cost without impacting functional need and suitability.

Example: Praxis: Example of value analysis

Criterion Model Example

Select one option

- Yes
- No

Required documentation

Provide a value analysis conducted by Procurement within the last two years.

Note: This is not satisfied by an RFP. It is satisfied by documentation of a value analysis process (as defined in the dropdown area by the criterion).

[File Upload]

Criterion 91: Does the Procurement Department have an established process for approving of an item for standardization? *

Note: This criterion focuses on whether the Procurement Department has a defined, documented process for reviewing and approving items for standardization.

Definition: Standardization is the adoption of a single product or group of products to be used by different entities or all parts of one organization.

Additional information: A standardization program may be supported by a formal determination, e.g., written document from the CPO, that the entity has standardized on a specific product model for all of its needs.

Select one option

Yes

No

Required documentation

Specify or provide a link to the relevant page, section, etc. of the policy or procedure that describes the process for approval of an item for standardization.

Provide link

Upload document

[File Upload]

Criterion 92: Are brand names avoided or expressly stated to be only descriptive (identifying salient features) and not restrictive? *

Definition: Brand Name is a name, term, symbol, design, or any combination thereof used in specifications to describe a product by a unique identifier specific to a particular seller or manufacturer that distinguishes it from its competition.

Definition: Brand Name or Equivalent is one or more manufacturers' brand names, with identifying model numbers, used in a specification to invoke certain quality, performance, and other salient characteristics needed to meet the solicitation requirements.

Additional information: Procurement professionals ensure that specifications are not brand specific since this reduces the competitive field.

Resource: Global Best Practice: [Specifications](#)

Select one option

Yes

No

Criterion 93: Does the entity use qualified products lists (QPL)? *

Definition: A Qualified Products List (QPL) is a list of products identified by manufacturers' names and model numbers that are the only items that meet the minimum specifications as determined by the using entity. These products are used when quality is such a critical factor and testing so lengthy or expensive that the entity wants to stay with proven products. The list is prepared by testing products, either in the lab or in daily use. Items may be added to the list by the supplier demonstrating their quality by meeting specifications that have been defined by the using entity.

Select one option

Yes

No

Required documentation

Provide a qualified products list with multiple manufacturer names and model numbers for each product, each of which has been preapproved to meet the entity's specification requirements without further testing.

Provide link

Upload document

[File Upload]

Criterion 94: Are third-party sources that prepare specifications for public contracts prohibited from submitting an offer for that contract? *

Note: The prohibition would be specified in the ordinance or policy or manual.

Resource: Global Best Practice: [Developing A Procurement Policy Manual](#)

Resource: Global Best Practice: [Transparency in Public Procurement](#)

Select one option

Yes

No

Criterion 95: Does Procurement promote its contributions to the achievement of entity goals through an ongoing series of planned initiatives and/or reports to elected/executive officials? *

Additional information: Procurement professionals should educate others on the strategic value of Procurement.

Select one option

Yes

No

Required documentation

Provide a narrative or documents from planned initiatives for promoting Procurement as a strategic asset over the past year, for example, spending tax payer dollars responsibly, mitigating risk, managing supplier relationships, and using technology to create efficiencies.

Provide link

Upload document

[File Upload]

Upload document

[File Upload]

Criterion 96: Does the Procurement Department track cost savings or cost containment generated from its procurement practices? *

Additional information: Professional procurement adds value in many ways but some of the ways include cost savings. Outstanding agencies have a mechanism whereby they track and report costs savings and cost avoidances.

Example: 2007 Annual Report, County of Rockland, Department of General Services, Purchasing Division, p. 12

Resource: Global Best Practice: [Spend Analysis](#)

Resource: Global Best Practice: [Performance Management](#)

Resource: Global Best Practice: [Performance Measurement](#)

Resource: Global Best Practice: [Performance Metrics](#)

Select one option

Yes

No

Upload document *

Upload a copy of the tracking report or a narrative of Procurement's successes in cost savings and containment over the past year.

[File Upload]

Narrative response

Criterion 97: Does the Procurement Department conduct an entity-wide customer satisfaction surveys for its internal clients and department end users at least every two years. *

Additional information: Professional organizations want to assess how well they are meeting their client departments' expectations and needs. Once this data is tabulated, management ascertains how service provision needs to be changed to meet client and end user expectations.

Examples:

- [NIGP Public Agency Satisfaction Survey \(PASS - Customer\)](#)
- Solicitation process surveys
- Self Surveys via a tool such as SurveyMonkey

Select one option

Yes

No

Upload document *

Upload a copy of the results of a customer survey conducted in the past 12 months.

[File Upload]

Criterion 98: Does the Procurement Department conduct external customer (supplier) satisfaction surveys at least every two years? *

Select one option

Yes

No

Upload document *

Upload a copy of the results of the most recent external customer (supplier) survey within the last two years.

[File Upload]

Criterion 99: Describe the improvements made as a result of feedback from internal or external satisfaction surveys. *

Select one option

Yes

No

Required documentation

Provide a brief narrative of the actions taken.

Criterion 100: Does the Procurement Department conduct supplier outreach and training at least two times per year? *

Example

[University of Delaware Procurement Services Department Supplier Diversity Program](#)

Resource: Global Best Practice: [Developing A Procurement Policy Manual](#)

Select one option

Yes

No

Upload document *

Provide documentation of the program. Upload a proof (agenda, flyers, program, etc.) for last year and a copy of the agenda for at least one of the events.

[File Upload]

Upload document

[File Upload]

Criterion 101: Does the Procurement Department conduct supplier kickoff meetings for newly awarded contracts? *

Example

University of Delaware Procurement Services Department Supplier Diversity Program

Resource: Global Best Practice: [Developing A Procurement Policy Manual](#)

Select one option

- Yes
- No

Criterion 102: Does the Procurement Department have policies to support an economic / supplier diversity sustainability program? *

Definition: Supplier diversity: Shared prosperity and justice for all business owners as evidenced by equitable spending.

Definition: Supplier diversity program: Comprehensive legal and ethical measures or activities that implement procurement practices to achieve supplier diversity.

Select one option

- Yes
- No

Required documentation

Please upload a description of the program and related documents, e.g., designated person for the program, training, metrics, outreach efforts or activities.

[File Upload]

Upload file, if needed

[File Upload]

Provide link, if needed

Criterion 103: Does the Procurement Department have policies to support an environmental sustainability program? *

Resource: Global Best Practice: [Sustainable Procurement Practice](#)

Select one option

Yes

No

Required documentation

Provide a copy of a solicitation conducted in the past year in which sustainability requirements were included in the evaluation criteria. Highlight, provide a page number, or otherwise indicate the relevant information.

Upload document

[File Upload]

Criterion 104: Does the Procurement Department have a sustainable purchasing policy or procedure? *

Resource: Global Best Practice: [Sustainable Procurement Practice](#)

Select one option

Yes

No

Required documentation

Provide a copy of the policy or procedure.

Provide link

Upload document

[File Upload]

Criterion 105: Does the Procurement Department conduct a benchmark of its activities against established key performance indicators (KPIs) at least once every two years? *

Resource: Global Best Practice: [Performance Management](#)

Select one option

Yes

No

Upload document

Provide a copy of the most recent performance benchmark report.

[File Upload]

Criterion 106: Does the Procurement Department report its performance to the entity executive leadership? *

Resource: Global Best Practice: [Performance Management](#)

Select one option

Yes

No

Criterion 107: Does the Procurement Department work with other entities to create cooperative contracts? *

Definition: Cooperative Procurement: 1. The action taken when two or more entities combine their requirements to obtain advantages of volume purchases, including administrative savings and other benefits. 2. A variety of arrangements, whereby two or more public procurement entities (or agencies) purchase from the same supplier or multiple suppliers using a single Invitation for Bids (IFB) or Request for Proposals (RFP). 3. Cooperative procurement efforts may result in contracts that other entities may “piggyback.”

Intergovernmental Cooperative Purchasing: A variety of arrangements under which two or more governmental entities pool their commodity and/or service requirements to purchase aggregated quantities thus achieving economies of scale. The process usually involves a single combined bid or request for proposals in which all of the participating entities are named or their participation implied.

Definition: Piggyback (Piggyback Cooperatives) are a form of intergovernmental cooperative purchasing in which an entity will be extended the pricing and terms of a contract entered into by a larger entity. Generally, a larger entity will competitively award a contract that will include language allowing for other entities to utilize the contract which may be to their advantage in terms of pricing, thereby gaining economies of scale that they normally would not receive if they competed on their own.

Additional information: There is value in leveraging volume with other governmental entities to reduce costs. There is also value in reducing workloads by using contracts already properly bid instead of conducting such bids by the entity.

Resource: [Global Best Practice: Strategic Use of Cooperative Procurement](#)

Select one option

- Yes
- No

Criterion 108: Is the Procurement Department required to review the solicitation and award methods of a cooperative procurement agreement for compliance with Procurement's policies prior to use? *

Note: This is typically a checklist.

Definition: Cooperative Procurement: 1. The action taken when two or more entities combine their requirements to obtain advantages of volume purchases, including administrative savings and other benefits. 2. A variety of arrangements, whereby two or more public procurement entities (or agencies) purchase from the same supplier or multiple suppliers using a single Invitation for Bids (IFB) or Request for Proposals (RFP). 3. Cooperative procurement efforts may result in contracts that other entities may “piggyback.”

Intergovernmental Cooperative Purchasing: A variety of arrangements under which two or more governmental entities pool their commodity and/or service requirements to purchase aggregated quantities thus achieving economies of scale. The process usually involves a single combined bid or request for proposals in which all of the participating entities are named or their participation implied.

Definition: Piggyback (Piggyback Cooperatives) are a form of intergovernmental cooperative purchasing in which an entity will be extended the pricing and terms of a contract entered into by a larger entity. Generally, a larger entity will competitively award a contract that will include language allowing for other entities to utilize the contract which may be to their advantage in terms of pricing, thereby gaining economies of scale that they normally would not receive if they competed on their own.

Additional information: There is value in leveraging volume with other governmental entities to reduce costs. There is also value in reducing workloads by using contracts already properly bid instead of conducting such bids by the entity.

Resource: [Global Best Practice: Strategic Use of Cooperative Procurement](#)

Select one option

Yes

No

Required documentation

Provide a copy of the procedure or process for reviewing cooperative contracts for compliance.

Provide link

Upload file

[File Upload]

Criterion 109: Does the Procurement Department conduct analyses and document such regarding the benefits prior to using cooperative procurement agreements? *

Additional information: While there is potential value in using cooperatives, each one needs to be reviewed and analyzed to see how well it fits the entity's needs.

Resource: [Global Best Practice: Strategic Use of Cooperative Procurement](#)

Select one option

- Yes
- No

Criterion 110: Does the Procurement Department have written procedures for timely identification, reporting, and disposal of surplus or scrap items? *

Resource: [Global Best Practice: Developing A Procurement Policy Manual](#)

Select one option

- Yes
- No

Required documentation

Upload a copy of the procedure.

Provide link

Upload document

[File Upload]

Section 6: Professional Staff & Development

Criterion 111: Are technical, experience, and other professional qualifications included in job descriptions for management and professional positions? *

Description of "What are Professional Qualifications?" from All About Careers: Professional Qualifications

Additional information: It is critical to good government that public procurement staff are educated and properly trained for the tasks they are performing.

Additional information: Examples of technical and professional qualifications include college degrees and certification, e.g., CPPB, CPPO, CPM, CPCP, NIGP-CPP.

Resource: Global Best Practice: [Developing A Procurement Policy Manual](#)

Select one option

Yes

No

Criterion 112: Does the Procurement Department require professional certification either as a condition of employment or a requirement within a specified period of time after being hired? *

[Description of Professional certification from College Transfer Net.](#)

Additional information: Meaningful and relevant professional certification indicates competency and should be encouraged by entities.

Examples of certification include CPPB, CPPO, CPM, CPCP, NIGP-CPP.

Select one option

Yes

No

Criterion 113: Does the Procurement Department conduct a training program for employees with procurement or delegated procurement authority? *

Additional information: Orientation is critical for new staff members so that they understand how the Procurement Office functions and how their role fits within Procurement and the entity.

Resource: Global Best Practice: [Developing A Procurement Policy Manual](#)

Select one option

- Yes
- No

Required documentation

Provide documentation of the training (e.g., outline, checklist, presentation, handouts).

Provide link, if needed

Upload document

[File Upload]

Upload document, if needed

[File Upload]

Criterion 114: Does Procurement in educate all entity new employees about the procurement role? *

Note: This can be live, video, training materials, new hire orientation, etc.

Additional information: Orientation is critical for new staff members so that they understand how the Procurement Office functions and how their role fits within Procurement and the entity.

Resource: Global Best Practice: [Developing A Procurement Policy Manual](#)

Select one option

Yes

No

Required documentation

Provide documentation of the training (e.g., outline, checklist, presentation, handouts).

Provide link, if needed

Upload document

[File Upload]

Upload document, if needed

[File Upload]

Criterion 115: Does the entity provide funding for training programs or conferences, specific to procurement and related functions? *

Additional information: Continuous professional development and certification is critical for procurement officials. Entities should provide adequate funding to support continued professional development. Examples include certification such as CPPO, CPPB, NIGP-CPP.

Select one option

Yes

No

Criterion 116: Does the Procurement Department provide funding for candidates seeking professional certification or recertification? *

Additional information: Continuous professional development is critical for procurement officials. Entities should provide adequate funding to support continued professional development.

Examples include the NIGP Forum, seminars, webinars, and chapter meetings.

Select one option

Yes

No

Criterion 117: Does the Procurement Department provide funding for membership in local, state, or national procurement associations? *

Additional information: Continuous professional development is critical for procurement officials. Entities should provide adequate funding to support continued professional development.

Examples of professional development include events, seminars, conferences, webinars, courses provided by NIGP, FAPPO, ISM, NAPCP, NCMA, SCAGPO, TAPP, VAGG.

Select one option

Yes

No